



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP) TO PROVIDE COMPREHENSIVE PHARMACY MANAGEMENT SERVICES, ELECTRONIC MEDICATION RECORD AND COMPUTERIZATION SYSTEM

RFP #1314VF

May 28th, 2013

Dr. Gale Burstein
Erie County Department of Health
Edward A. Rath County Office Building
95 Franklin Street, Room 912
Buffalo, NY 14202

SCHEDULE OF EVENTS

RFP Release date:	May 28, 2013
Deadline for receipt of questions via e-mail:	June 7, 2013
Due date for RFP Responses:	June 24, 2013
Intended date for Contract Award:	July 1, 2013
Intended Contract Implementation date:	August 01, 2013

INTRODUCTION AND INSTRUCTIONS

INTRODUCTION

Erie County is seeking a contractor to provide off-site comprehensive pharmacy management services as well as an electronic medication record and computerization system for programs operated by the Department of Health.

CONTRACT PERIOD

The contract period is two years beginning upon final contract signature. The parties may agree to 3 one-year extensions after careful evaluation and mutual agreement.

SINGLE POINT OF CONTACT

From the date that this request for proposal (RFP) is issued until a contractor is selected and announced by the Evaluation Officer, contractors shall not communicate with any official regarding this procurement, except at the direction of David Marciniak, the procurement officer in charge of the solicitation. Any unauthorized contact may disqualify the contractor from further consideration. Contact information for the single point of contact is:

Evaluation Officer: David Marciniak

Telephone Number: 716-858-8688

E-mail Address: David.Marciniak@erie.gov

REQUIRED REVIEW

Review of RFP / Form of Questions

Contractors will carefully review the entire RFP and shall promptly notify the evaluation officer identified above VIA E-MAIL of any ambiguity, inconsistency or error they discover. Additionally, any questions requiring clarification or interpretation of any section in this RFP must be addressed VIA E-MAIL to the evaluation officer listed above on or before June 7, 2013. Please reference to the section, page and item

in question must be included in the communication. Questions received after June 7, 2013 will not be considered.

Response

David Marciniak will provide a written response to questions on June 17, 2013 via blind-copy e-mail to all parties. Contractors shall sign and return with their RFP response an Acknowledgment of Addendum for any addendum issued.

GENERAL REQUIREMENTS

Resulting Contract

This RFP and any Addenda, the contractor's proposal, including any amendments, a final offer, and any clarification question responses will be incorporated by reference in any resulting contract.

Mandatory Requirements

To be eligible for consideration a contractor must meet all mandatory requirements as identified in the RFP. Erie County will determine whether a contractor's proposal complies with the requirements, and those that fail to meet any of the mandatory requirements may be disqualified.

Understanding of Specifications and Requirements

By submitting a response to this RFP, the contractor acknowledges it understands and will comply with the specifications and requirements.

Contractor's Signature

The contractor's proposal must be signed in ink by an individual authorized to legally bind the contractor. The signature guarantees that the offer has been established without collusion. Contractor will provide proof of authority of the person signing the RFP upon Erie County's request.

SUBMITTING A PROPOSAL

Organization of Proposal

Contractors must organize their proposal into sections that follow the format of this RFP. Proposals must include tabbed dividers separating each section. The following tabbed sections are required in the proposal in the following order:

1. Cover letter
2. Company Profile and Experience
3. Scope of Services (Responses to Specifications and Requirements)
4. Cost Proposal

5. References and Resumes

Erie County will not search through a proposal, literature and/or web references to find a required response. Please be sure all required information is either immediately available in the section prescribed or provide page numbers and/or sections if referenced in another section of the proposal.

Failure to Comply with Instructions

Contractors failing to comply with these instructions may be subject to point deductions. Further, Erie County may disqualify it from further consideration if it does not follow the response format, is difficult to read or understand, or is missing requested information.

Copies Required and Deadline for Receipt of Proposal

Contractors must submit one original proposal and three copies to Erie County. Erie County reserves the right to request an electronic copy of the RFP response. Each proposal must be sealed and labeled on the outside of the package indicating it is a response to RFP 1314VF. Proposals must be received at the desk of David Marciniak prior to 4:00PM on Monday, June 24, 2013. Contractor is solely responsible for assuring delivery by the designated time. Fax responses will not be accepted.

Late Proposals

Regardless of cause, Erie County will not accept late proposals. Such proposals will be automatically disqualified from consideration.

Costs / Ownership of Materials

Erie County is not responsible for preparation costs. Contractor is solely responsible for all costs it incurs prior to contract execution.

RFP STANDARD INFORMATION

Contractor Competition

Erie County encourages free and open competition to obtain quality, cost-effective services and supplies. Erie County designs specifications, proposal requests, and conditions to accomplish this objective.

Evaluation of Proposals

An evaluation committee will evaluate all qualified proposals based on stated criteria and MAY recommend award to the highest scoring contractor; yet reserves the right to make the award on subjective criteria in which Erie County determines a proposal best serves the needs and requirements of itself. The evaluation committee may initiate discussion, negotiation, or best and final offer.

Opportunity for Discussion / Negotiation and/or Oral Presentation / Product Demonstration

After receipt of proposals and prior to the recommendation of award Erie County may initiate discussions with one or more of the contractors should clarification or negotiation be necessary. Contractors may also

be required to make an oral presentation and/or product demonstration. These shall be at the contractor's expense.

Best and Final Offer

Erie County may request a best and final offer if additional information is required to make a final decision.

Request for Documents Notice

Erie County, upon selection of a contractor after the evaluation process, will request required documents and information, such as insurance documents, contract performance security, an electronic copy of any requested material and any other requested documents. This does not constitute a contract and no work may begin until a contract signed by all parties is in place. Erie County will notify all other contractors of its selection.

Contract Execution

Upon receipt of all required materials a contract incorporating the selected contractor's proposal will be provided to the contractor selected. If the selected contractor does not accept all material requirements Erie County may move to the next contractor or cancel the RFP. Work under the contract may not begin until all parties have signed the contract.

Erie County Rights Reserved

While Erie County has every intention to award a contract resulting from this RFP, issuance of the RFP in no way constitutes a commitment by Erie County to award and execute a contract. Upon determination such actions would be in its best interest, Erie County, in its sole discretion, reserves the right to:

- Cancel or terminate the RFP
- Reject any or all proposals received in response to this RFP
- Waive any provision of this RFP
- Not award a contract
- Terminate a contract if Erie County determines that adequate funds are not available.

SCOPE OF SERVICES

SCOPE OF WORK

Erie County is seeking a contractor to provide off-site comprehensive pharmacy management services as well as an electronic medication record and computerization system at the facilities listed herein.

FACILITY INFORMATION

Listed below are the facilities and brief descriptions of each that will participate in this contract.

- **Erie County Holding Center:** located in downtown Buffalo, New York. Maintains secure custody of individuals detained and awaiting trial and/or disposition. Approximately 14,000 individuals in custody received treatment in 2012. The average daily census of the facility is 550.
- **Erie County Correctional Facility:** Located in Alden, New York. A medium security facility housing sentenced individuals, class D & E felons, New York State parole violators, and overflow inmates from the Holding Center. Approximately 17,000 individuals in custody received treatment in 2012. The average daily census of the facility is 750.
- **Youth Detention Center:** Located on East Ferry Street in Buffalo, New York. Provides secure custody for youths as determined by the courts. Approximate daily census of 35 in 2012. Approximately 328 new prescriptions and 101 refills were filled in 2012.
- **Public Health Services:** (TB/STD) 608 William Street, Buffalo: primary location. Approximately 18,250 prescriptions were pre-packed in 2012.

SPECIFICATIONS AND REQUIREMENTS

1. Comprehensive Pharmacy Management Services
 - 1.1 The contractor must maintain compliance with all pharmaceutical standards and applicable federal and New York State laws, rules, and regulations governing pharmacy operations.
 - 1.2 Erie County prefers that the contractor have Joint Commission Accreditation at the time of proposal submission. Provide proof of accreditation with proposal submission.
 - 1.3 Erie County prefers that the contractor have Verified Accredited Wholesaler Distributor (VAWD) status at the time of proposal submission. Provide proof of accreditation with proposal submission.
 - 1.4 Contractor must follow applicable standards-of-care guidelines in effect at each facility. These standards include but are not limited to the National Commission on Correctional Health Care (NCCHC) and the National Association of Boards of Pharmacy (NABP).
 - 1.5 An FDA Registered Repacker is preferred to repackage medications from manufacturer stock bottles into blister packs. Indicate if the contractor is an FDA Registered Repacker or if contractor intends to become certified as such. Provide proof with proposal submission.
 - 1.6 Contractor is preferred to be licensed as a resident/non-resident wholesaler in New York State. Proof must be submitted at time of proposal submission.

- 1.7 Contractor must assign a single point-of-contact to be responsible for all aspects of contract management for Erie County.
- 1.8 Contractor must provide a toll-free number for ordering pharmaceuticals by fax and/or telephone.
- 1.9 Contractor must provide a redundant system to transmit new prescriptions and refill orders during system downtime.
- 1.10 Contractor must describe the medication ordering process in detail.
- 1.11 Contractor must describe the issue escalation process for facility concerns.
- 1.12 The contractor must provide pedigree papers or maintain an electronic pedigree database on all stock items provided to the facility or facilities. The contractor must provide proof of pedigree compliance at time of proposal submission.
- 1.13 Medication shall be packaged in 30, 60 or 90-count blister packs or as requested.
- 1.14 All blister pack packaging must be unit dose, must be labeled with the name of the medication and strength, manufacturer name, NDC number, lot number, and expiration date. A sample of the blister pack must be provided with the proposal submission.
- 1.15 All packaging must be labeled and each label shall include, at a minimum, the patient name, date of birth, identification number, facility location and/or housing area, medication name, strength, instructions, prescription number, dosage, lot number, directions (frequency of administration), expiration date, prescribers name, quantity, pharmacist's initials, appropriate warnings, and/or any other information as required by law.
- 1.16 A peel-off refill sticker is required.
- 1.17 Contractor must provide starter packs of certain oral and injectable medications, as needed, for immediate administration.
- 1.18 Discuss contractor's policy and procedures for providing credits on returns.
- 1.19 Describe if contractor may legally issue credit on partial returns.
- 1.20 Able to pre-package protocol medications as specified by policy and procedure for each facility.
- 1.21 Able to provide half-tabs in blister packs as requested.
- 1.22 Regarding Public Health Clinic: The County currently purchases all medications under special Public Health pricing. Contractor has the option to provide all medications if it can be shown to be more cost-effective.

2. Delivery

- 2.1 Contractor to provide delivery seven days a week. Contractor to describe proposed order cut-off times and order delivery times as part of submission and specify when back-up pharmacy will be utilized.
- 2.2 Contractor must obtain signature for all orders delivered at each facility.
- 2.3 Contractor must include a detailed packing slip, listing all items in order and sorted by patient name alphabetically.
- 2.4 Contractor must provide free of charge an electronic reconciliation program that provides electronic order reconciliation, electronic processing of medication returns, and electronic submission of refill orders. Describe the system with proposal submission.
- 2.5 The contractor must provide one scanner for electronic reconciliation for each facility.
- 2.6 Within 30 calendar days of the award the successful contractor must provide Erie County with the name, address, telephone number and contact person at a local pharmacy (near each facility) to act as a backup pharmacy for emergency prescriptions and for the procurement of discharge medications for correctional patients upon their release.
- 2.7 Describe the provision of emergency prescriptions by the local backup pharmacy/pharmacies and any costs associate with such services, including courier costs and delivery turn-around-times.

- 2.8 Describe electronic interface capabilities with local backup pharmacy/pharmacies for appropriate electronic ordering and reconciliation.
- 2.9 The contractor must notify the appropriate contact person at the ordering facility if an order will not be shipped as expected and provide an explanation for non-shipment; describe means of that communication (email, telephone, other electronic means or fax).
- 3. Formulary Management
 - 3.1 Immediately following the contract award the successful contractor must meet with the Chief Medical Officer and/or his designee(s) to develop, implement, and facilitate compliance with a formulary designed to maximize the efficacy, safety and cost-effectiveness of drugs used in the facilities.
 - 3.2 The contractor must monitor and review drug prescribing practices and recommend formulary changes as appropriate.
 - 3.3 The contractor must consult with the Chief Medical Officer and other prescribing professionals at each facility on matters of non-formulary use and drug contraindications, and suggest appropriate therapeutic substitutions.
 - 3.4 The contractor is to dispense cost-effective, therapeutically equivalent generic medications to reduce costs.
 - 3.5 List and describe your company's approach to other cost-containment strategies and management of care.
- 4. Reporting
 - 4.1 Describe reporting capabilities.
 - 4.2 The contractor must provide Erie County, upon request, with facility-specific reporting and summary reporting, inclusive of all Erie County-operated facilities.
 - 4.3 The contractor must provide an accessible online reporting system for Erie County facility representatives to access reports specific to medications, providers, patients and facilities. Describe the system and/or provide details with submission of proposal.
- 5. Clinical Requirements
 - 5.1 The contractor must have a licensed pharmacist at their facility or on call and accessible 24 hours a day, seven days a week to answer questions regarding medications.
 - 5.2 The contractor must currently have at least one HIV Pharmaceutical Care Specialist on staff that is certified in HIV therapy for monitoring drug-to-drug interactions, therapeutic reviews, and clinical consultation.
 - 5.3 The contractor must notify the prescribing provider of problems with prescribed medications and provide a comprehensive drug utilization review (DUR) for all new and profiled orders (such as dosage problems or contraindications with other medications). Provide the name of any consult resource used for DUR review.
 - 5.4 The contractor must participate in a quarterly Pharmacy and Therapeutics (P&T) committee to evaluate therapeutic regimens, update medication information, and evaluate cost and utilization as convened by the Chief Medical Officer.
 - 5.5 The contractor must organize and direct information programs as related to new developments in the field of pharmaceuticals and make recommendations for drugs that are most therapeutic and cost effective.
 - 5.6 The contractor must work with the Chief Medical Officer to develop drug/disease therapy monitoring plans that provide clinically sound and cost effective patient care.
 - 5.7 The contractor must work with the Chief Medical Officer and Director of Nursing to develop and maintain a process for patient education and medication administration.
 - 5.8 The contractor must provide initial ON SITE in-service training and consultation to clinical personnel at each facility. Topics should include the proper disposition of unused

substances (as required by law), the proper administration of medications, the monitoring and documentation of drug administration and drug utilization, as well as the proper management of controlled medications.

6. Additional Requirements

- 6.1 The contractor must provide each facility (with the exception of the Juvenile Detention Facility and Public Health Clinics) with locking medication carts for the transportation, storage, and administration of all medications and supplies. The carts shall be durable, lightweight and appropriately sized to allow for easy use in the clinical setting. Erie County estimates that the contractor will need to supply 10 medication carts to the various facilities.
- 6.2 Describe the transition plan from current service including proposed timelines should an award be granted.
- 6.3 Describe the orientation program available to clinical personnel.
- 6.4 Provide details of the contractor's Quality Assurance program(s).
- 6.5 On a monthly basis the contractor must submit detailed invoices to Erie County, by facility, listing all prescriptions dispensed for the month. Invoices must accurately and separately represent the unit acquisition cost of the drugs dispensed and the total number of prescriptions filled.
- 6.6 The contractor must provide details of disaster planning.
- 6.7 Please see Appendix A, "Instructions For County of Erie Standard Insurance Certificate" for required insurance; reference Vender Classification "C: Professional Services".

7. Electronic Medication Record and Computerization System

Erie County is interested in a web-based electronic record and computerization program. The successful contractor will have 180 days from contract execution to successfully and fully implement this web-based program. The contractor must work with the Erie County Department of Information and Support Services personnel and facility clinical personnel on pre-service, in-service, and on-site implementation of an electronic Medication Administration Record and electronic Computerized Physician Order Entry system.

Computerized Physician Order Entry Module (CPOE) and Pharmacy/ePrescribing

- 7.1 Describe the contractor's ability to provide a comprehensive online fully-paperless ordering (ePrescribing), reporting, reconciliation, eMAR and inventory program and a complete electronic medication administration record.
- 7.2 Describe the contractor's CPOE module that allows orders for patient services to be entered and electronically transmitted from the point of order origination to the point of patient clinical services.
- 7.3 The proposal must provide details regarding pharmacy ePrescribing, including the capability to maintain formulary prompts, standard dosing, and stock control.
- 7.4 Access to an electronic ordering and eMAR system, system training, 24/7 support, upgrades and all necessary interfacing are to be provided free of charge when all orders are transmitted to the contractor electronically.

Electronic Medication Administration Record (eMAR)

- 7.5 The eMAR must be fully paperless.
- 7.6 The eMAR must be able to download future medication administration schedules to allow administration with a laptop/tablet without internet connection.
- 7.7 The eMAR program must include ability to scan patient and medication barcodes.

- 7.8 The eMAR must incorporate the five “Rights” of medication administration electronically: Right Patient, Right Drug, Right Dose, Right Route, Right Time, and alert personnel when errors are detected.
- 7.9 The eMAR program should be able to provide patient demographic information and photos as applicable.
- 7.10 The eMAR should be able to document electronically the administration time and initials of administering personnel.
- 7.11 The eMAR should have the ability to document refusals and reasons, both pre-selected and customizable.
- 7.12 The eMAR should be able to display any un-administered medications during the med pass.
- 7.13 The eMAR should be able to document PRN reasons, pre-selected and customizable, and the number of doses.
- 7.14 The eMAR should be capable of refilling medications during the med pass.
- 7.15 The eMAR should be capable of placing medications on hold with customizable documentation of reason for a designated period.
- 7.16 The eMAR must be compliant with HIPAA regulations.
- 7.17 The eMAR should be capable of maintaining inventory and provide appropriate alerts for declining inventory.
- 7.18 The eMAR should be capable of initiating inmate s and medication inter-facility transfers seamlessly.
- 7.19 The eMAR should have administrative alerts for failure to pass medications, significant or frequent refusal, or administration outside acceptable time-frames.
- 7.20 The eMAR should be capable of printing completed MARs at the end of every month and provide directed reporting of administration and refusals for quality purposes monthly or as needed.

Information Technology Requirements

- 7.21 Access to the system must be web-based.
- 7.22 The system must store all data securely and have a data recovery plan as part of the proposal submission.
- 7.23 The system must work with standard computers and barcode scanners.
- 7.24 The system must be secure, encrypted and fully HIPAA compliant.
- 7.25 Certain components must be able to work off-line with the ability to upload at a later time (such as the eMAR).
- 7.26 Software must be able to track all user activity and have a user permission system adaptable to position.
- 7.27 The system must minimally be controlled by username and password.
- 7.28 The contractor must provide a free software and training support plan that includes off-shift and 24-hour emergency support. Describe the training support plan in the proposal.

Reporting and Quality Assurance Requirements

- 7.29 The system should be able to generate standard reports with the option to customize reports based on facility requests and QA requirements.
- 7.30 Standard reports should include:
 - compliance and refusal
 - shipping and inventory
 - user activity

- med pass times and documentation
- PRN medication usage
- OTC medication usage
- use of formulary and non-formulary drugs
- patient order history
- stock administration history
- prescribing practices

CONTRACTOR QUALIFICATIONS

RIGHT TO INVESTIGATE AND REJECT

Erie County may make such investigations as deemed necessary to determine the contractor's ability to perform the services specified. Erie County reserves the right to reject a proposal if the information submitted by, or investigation of, the contractor fails to satisfy Erie County that the contractor is properly qualified to perform the obligations of the contract. This includes Erie County's ability to reject a proposal based on negative references.

CONTRACTOR QUALIFICATIONS

NOTE: Each item must be thoroughly addressed. Contractors taking exception to any requirements in this section may be subject to point deductions and/or disqualification.

Client Reference Form

Contractor shall provide THREE (3) client references that are using or have used services of the type proposed in this RFP. The references may include facilities for which the contractor, preferably within the last FOUR (4) years has successfully completed comprehensive pharmacy management services and an electronic medication record and computerization system. Erie County may contact the client references for validation of information provided.

Company Profile and Experience

Include a company profile containing the following information:

- Name, address, telephone and fax numbers
- If a corporation, date of incorporation
- Names and addresses of principle officers, directors or partners
- A brief biography of the person or persons who will administer the contract
- Company history, including all current and past ownership, company name changes, etc.
- List the total number of employed full-time personnel, pharmacists, etc.

Contractor will address the following:

- The number of years your company has been providing pharmacy services to correctional
- facilities under current company name and ownership.
- The number of correctional facilities you are contracting with (as of the date of the proposal submission) for pharmacy dispensing services, excluding consulting agreements, with pertinent utilization statistics.

Resumes

A resume or summary of qualifications, work experience, education and skills must be provided for all key personnel who will be performing aspects of the contract. Include years of experience providing similar services to those required, education, and certifications where applicable. Identify the role each person would fulfill in performing the work identified in this RFP.

Contractor Project Manager

The Contractor Project Manager will manage the day-to-day project activities on behalf of the contractor. Please include the following information regarding the Contractor Project Manager:

- Name
- Address
- Telephone (office and cell)
- Fax
- E-mail

COST PROPOSAL

Erie County will evaluate the proposed cost to determine the relative score for each offer. Proposals must include sufficient, detailed information to support the offered costs. Erie County in no way guarantees a minimum number of prescriptions dispensed.

Please submit pricing for items on the list attached (Appendix B) with your proposed bid rate applied to each line item and specific NDC used to establish price. Please note, if contractors submit pricing from different sources (different NDC), Erie County will have the right to ask contractors to submit additional pricing for comparative purposes using the same NDC.

Each contractor must list its correlating actual acquisition cost unit price per each tablet and/or capsule, and each unit of use for vials, topicals, inhalers, etc. Please address any questions or clarifications of package sizes regarding pricing of individual items during the question and answer period. Do not include rebates.

Do not include dispensing fees as part of the unit costs. A separate line item for dispensing fees associated with prescription and stock prices is to be submitted with the contractor's bid sheet.

EVALUATION PROCESS

BASIS OF EVALUATION

The evaluation committee will review and evaluate the offers according to the following criteria, but reserves the right to grant an award based on a subjective assessment of the needs of Erie County and the ability of the contractor best suited to provide such services deemed to be in the best interests of Erie County.

The Specifications and Requirements, Contractor Qualifications and Cost portions of the offer will be evaluated based on the scoring guide below.

EVALUATION CRITERIA

Evaluated Proposal Section		Weight (%)	
Specifications and Requirements		50%	
	Comprehensive Pharmacy Management Services		20%
	Electronic Medication Record and Computerization System		15%
	Unused Pharmaceuticals and Applicable Credits		15%
CONTRACTOR QUALIFICATIONS		25%	
	Client Reference Forms		5%
	Company Profile and Experience		15%
	Resumes		5%
COST		25%	
	Dispensing Fee		10%
	Drug Pricing		10%
	Software and eMAR Related Costs		5%